

managing multiple software consoles just got far easier with new cynaspro interface

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cynaspro, the leading European vendor of USB device management and data loss prevention solutions, is today releasing a new integration interface that enables cynaspro solutions to be managed by other administrative consoles. The new interface is in response to the growing complexity of managing multiple supplier software consoles. It directly meets the needs of organisations that already have several systems for the management of workstations in use and want to implement automated service management according to ITIL, the most widely accepted approach to IT service management in the world, or other best practice concepts.

By allowing cynaspro's device security solutions to be managed through other helpdesk consoles, the management environment for the user is greatly simplified. The integration interface is XML-based and therefore open for integration with all major Service & Systems Management solutions, such as Touchpaper, HP and BMC. With the new integration interface, cynaspro access rights, encryption settings and audit functions can be automatically set for individual users or user groups, as well as for computers through whichever helpdesk console is selected.

"Many of our customers have complex internal control and approval processes, as well as extensive documentation requirements. They have put a lot of time and effort into the creation of workflow processes in order to automate services." explains Sergei Schlotthauer, director of cynaspro Ltd. "With our new XML interface connection, the management of the security of external data devices now can be easily and fully integrated into their environment."

"I believe that all software service and application suppliers will have to provide similar interfaces to their software as eventually, all customers, large and small will only have one master helpdesk console to manage their end users. Suppliers who don't produce similar interfaces will be left out in the cold" he claims.

For example, a customer using an ITILv3 compatible helpdesk system would have automated workflows for approval and service delivery processes. If an end user requests additional access rights for external devices, authorization for a modification of access rights may be granted, with no more manual work required to make the requested change happen. The incident is recorded, both in the helpdesk system and in the cynaspro management console and will be documented and traceable according to company policies.

Cynaspro's device management solution, devicepro, is used to restrict the use of USB and external storage devices to approved white listed device types, by manufacturer, model or even individual devices. This list is stored within the devicepro database. The new interface enables this whitelist to be managed and maintained via the main user helpdesk.

The new integration interface will be available from 1 January 2009. Under its software maintenance agreement, cynaspro customers can download the latest software from the cynaspro website at no charge.

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Notes for Editor:

about cynapro

cynapro® is a leading provider of solutions for USB Device Management and the prevention of data loss. It's products prevent the use of unauthorised external storage devices, ensure that all sensitive data is encrypted before it leaves the corporate network and all data transfers via USB ports or other communication interfaces are controlled, monitored and logged. In addition, cynapro software prevents viruses and Trojans from bypassing the corporate firewall by stopping the use of unauthorized applications. Cynapro solutions have been deployed in networks of all sizes from 10 to more than 100,000 clients.